

TO: US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION (NVS-210)
1200 New Jersey Ave-SE
West Building
Washington, DC 20590

25 September 2025

FROM: [REDACTED]

New Haven, MI [REDACTED]

PH: [REDACTED]

Ref: ODI # 11688342

Sub: 2022 THOR Palazzo 33.5 motorhome front cap and windshield movement, VIN# [REDACTED]

I purchased the motorhome New from General RV on 3 February 2023. On 4 July 2025 I left on a trip to Panama city, Florida, I departed for home the morning of 9 July 2025, at this time the front cap and windshield were fine.

After I got into Michigan approximately 160 miles from my daughters house the windshield started to move from side to side bouncing around, I pulled off the highway and inspected the windshield and front cap, I pushed on the windshield from the inside and outside and it did not move, when I started driving again the windshield started moving again so I kept the speed at 55mph. when I arrived at my daughters house I noticed that the windshield had began to crack on the lower drivers side, further inspection revealed that there was a stone chip that compromised the integrity of the windshield causing it to crack due to the stress of it moving around.

At the end of July I dropped the motorhome off at John R Glass when the new windshield arrived. I picked the motorhome up on 4 August 2025, while driving home I noticed that the windshield was still moving, I turned around and returned to John R Glass and talked to the tech and explained what was going on, he explained to me that when they installed the new windshield they were unable to get it to stay where it belonged so it was approximately 1 inch lower than it should be, he then opened the front cap and showed me the brackets that are supposed to hold it in place and said that there must be something wrong with them.

I drove the motorhome immediately to General RV in Mount Clemens, MI. I explained what was happening with the windshield and what the glass Tech had said. The service rep Craig Laporte wrote up a work order and I left the motorhome there on 4 August 2025.

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On 21 August 2025 Craig notified me the service department had completed the repairs that the THOR Technical Support office told them to do to fix the problem and said the service Tech drove it and didn't see any movement (work order [REDACTED] attached). I paid for the work provided and started to drive home, once I started driving on the road the windshield started to move again, I turned around and returned to General RV but the service department had closed so I left the motorhome there because I didn't think it was safe to drive.

On 22 August 2025 I returned to General RV and told Craig that the repairs were unsuccessful so Craig wrote up a new work order (WO# [REDACTED]) to have it checked out. The service department drove the motorhome on the road and verified the front-end cap was still moving from side to side causing the windshield to jump around. (it turned out that the Tech had only driven around the parking lot after the repairs) on 4 September 2025 the General RV service department sent THOR Technical Support a video of the front cap and windshield moving and requested additional assistance to figure out what is causing the defect, as of today 25 September 2025 THOR Technical Support has not replied to any requests, it appears that THOR Motor Coach company has decided to ignore the problem, that is why I have filed this complaint. General RV is unable to figure out the problem on their own so I guess I'll have to bring the motorhome that I cannot safely use home.

Any assistance your agency can provide would be greatly appreciated.

Sincerely,

[REDACTED]

4 attachments enclosed with this letter

WO# [REDACTED] R Glass statement showing that the windshield was replaced due to damage resulting from the windshield moving while driving

I will email a video of the windshield moving as soon as I get the motorhome back.

DROP OFF WORK ORDER

ODI# 11688342

GENERAL R.V. CENTER, INC.
24583 NORTH RIVER RD
MT CLEMENS MI 48043
(PH) 586-954-3600

WO # [REDACTED]
Cust # [REDACTED]
Address [REDACTED]
NEW HAVEN, MI
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Author: CLAPORTE
Location: IH
Invoice #:

Stock #: 248676
Stock Desc: 2022 A-D THOR PALAZZO
33.5
Model: 33.5
Serial #: CU
Chassis: [REDACTED]
Mileage: 555
Key #:
Req'n #:
License #: R
Trim:

Purchase Date: 03 FEB 23
Date In: 04 AUG 25
Promise Date:
Promise Time:
Schedule Date:
Completed:
Warr. Date: 03 FEB 23

Job #1 - External

CUSTOMER STATES FRONT GRILLE IS COMING LOOSE BRACKETS MISSING BOLTS/ CUSTOMER STATES THE WHOLE FRONT END IS SAGGING BEACUSE OF IT

Estimated Amount: 248.84 *CUSTOMER STATEMENT: I ACTUALLY STATED THAT THERE IS SOMETHING WRONG WITH THE FRONT CAP AS IT IS BANGING ASI DRIVE AND MAKING THE WINDSHIELD BOUNCE AND MOVE AROUND RESULTING IN THE*

Labor

Code	Description	Mechanic	Rate	Total
Z992	DIAGNOSTICS		225.00	0.00

Other Services

WINDSHIELD CRACKING ON THE WAY HOME FROM FLORIDA AND HAVING TO BE REPLACED.

Code	Description	Qty	Price	Total
ENV	ENVIRONMENTAL FEE	1.00	1.50	1.50
FRTCCE	CRATING ON CASH WORKORDERS	1.00	0.00	0.00
FRTE	FREIGHT ON EXTERNAL WORKORDERS	1.00	0.00	0.00
FRTUPSE	UPS ON CASH WORKORDERS	1.00	0.00	0.00
SS	SHOP SUPPLIES	1.00	0.00	0.00

AFTER HAVING JOHN R GLASS REPLACE THE WINDSHIELD I NOTICED THE WINDSHIELD WAS STILL MOVING I RETURNED TO JOHN R GLASS AND TALKED TO THE TECH AND TOLD THEM THAT THE WINDSHIELD WAS STILL MOVING HE TOLD ME THAT THE WINDSHIELD WAS SITTING 1-1 1/2 INCHES TO LOW AND THEY WERE NOT ABLE TO GET IT

Subtotal for Job #1: 1.50

Job #COMM - External

TO STAY WHERE IT SHOULD BE AND THERE COULD BE SOMETHING WRONG WITH PLEASE COMMUNICATE WITH ME BY: THE BRACKETS THAT HOLDS THE WINDSHIELD AND FRONT CAP EMAIL: ID PLACE. I IMMEDIATELY DROVE THE MH TO GENERAL RV WHERE I PURCHASED IT CELL#: AS I CONSIDERED THE MH UNSAFE TO DRIVE ANY LONG DISTANCE WITH THE FRONT CAP AND WINDSHIELD MOVING AROUND AND THE WINDSHIELD HAD ALREADY CRACKED AS A RESULT KEVIN M VALENTIA

Labor

Code	Description	Mechanic	Rate	Total
Z992	DIAGNOSTICS		225.00	0.00

Subtotal for Job #COMM: 0.00

Job #COURTESY - External

GENERAL RV IS COMPLETING A COURTESY INSPECTION OF YOUR RV

Subtotal for Job #COURTESY:

0.00

Parts Total: 0.00
Labour Total: 0.00
Sublet Total: 0.00
Extras Total: 1.50
MICHIGAN SALES TAX: 0.09
WORK ORDER TOTAL: 1.59

TERMS: STRICTLY CASH (UNLESS OTHER ARRANGEMENTS HAVE BEEN MADE)

*** NOTICE ***

ALL SERVICE UNITS MUST BE PICKED UP SAME DAY OF APPOINTMENT.

DATE VEHICLE DROPPED OFF: _____
DATE OF APPOINTMENT: _____
REPAIR COMPLETION DATE: _____
NOTIFIED OF COMPLETION DATE: _____
DATE RELEASED: _____

I WENT THROUGH AN "ACTIVE PICK UP PROCESS" AND
I HAVE INSPECTED ALL OF THE REPAIRS PERFORMED AND THEY ARE TO MY
SATISFACTION.
CUSTOMER SIGNATURE X _____ DATE _____
I/WE THE UNDERSIGNED ACKNOWLEDGE THE FORGOING AS FACTUAL AND I/WE
HEREBY
ACKNOWLEDGE RECEIPT OF COMPLETED COPY.
ALL LABOR REPAIR CONCERNS MUST BE BROUGHT TO THE
ATTENTION OF SERVICE MANAGEMENT WITH-IN 90 DAYS,

THANK YOU FOR CHOOSING GENERAL R.V. SERVICE CENTERS.

F105954

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

REPAIRS WERE PERFORMED PROPERLY PER P.A. 300

NOTE:
STORAGE FEES START 24 HOURS AFTER COMPLETION (\$25.00 A DAY)

REPAIR COMPLETION #1
WORK ORDER

GENERAL R.V. CENTER, INC.
24583 NORTH RIVER RD
MT CLEMENS MI 48043
(PH) 586-954-3600

ODI#11688342

WO # [REDACTED]
Cust # [REDACTED]
Address [REDACTED]
NEW HAVEN, MI

Home Phone [REDACTED]
Work Phone: [REDACTED]
Author:MMERITHEW
Location: JH
Invoice # [REDACTED]

Stock #: 248676
Stock Desc: 2022 A-D THOR PALAZZO
33.5
Model: 33.5
Serial #: CU [REDACTED]
Chassis # [REDACTED]
Mileage:11232
Key #:
Req'n #:
License #: R
Trim:

Purchase Date: 03 FEB 23
Date In: 14 AUG 25
Promise Date:
Promise Time:
Schedule Date:
Completed: 21 AUG 25
Warr. Date: 03 FEB 23

Job #1 - External

COMPLAINT: CUSTOMER STATES FRONT GRILLE IS COMING LOOSE BRACKETS MISSING BOLTS/
CUSTOMER STATES THE WHOLE FRONT END IS SAGGING BEACUSE OF IT

*AUTH: 15.0 HOURS *REPAIRS COMPLETED WERE ON ADVICE FROM THOR RV TECH SUPPORT
DEPARTMENT KEVIN M. VALENTIA*
jlc
Refer to MM2372*

CAUSE: Front cap is moving, 8 brackets that holds front cap the apoxsee let go.

CORRECTION: Tech removed all windsheild trim and dash covers to access brackets. Tech removed
brkts, ground off all old epoxy then reinstalled with proper epoxy. Tech found front cap mount screws that
that hold front cap to side wall broke off. Tech removed windows and drilled holes and installed 6 screws on
each side to secure mount to framing. Tech installed 2 metal braces from frame to lower cap. Tech
reinstalled all trim and took for a test drive. Tech did not see any movement in front cap. 15hr labor Jeff

Childers. *THE TECH ONLY DROVE THE MH AROUND PARKING LOT. AFTER I PICKED MH UP FROM DEALER AND DROVE
ON THE ROAD I HAD TO RETURN MH TO DEALER SHIP AS THE WINDSHIELD WAS STILL MOVING BECAUSE THE FRONT
CAP WAS STILL MOVING. KEVIN M. VALENTIA, MH OWNER*

Labor

Code	Description	Mechanic	Rate	Total
Z992	DIAGNOSTICS	JLC	225.00	0.00
Z992	DIAGNOSTICS	JLC	225.00	0.00
Z992	DIAGNOSTICS	JLC	225.00	0.00
Z992	DIAGNOSTICS	JLC	225.00	0.00
Z992	DIAGNOSTICS	JLC	225.00	0.00
Z992	DIAGNOSTICS	JLC	213.75	3,206.25

Other Services

Code	Description	Qty	Price	Total
ENV	ENVIRONMENTAL FEE	1.00	1.50	1.50
FRTCCE	CRATING ON CASH WORKORDERS	1.00	0.00	0.00
FRTE	FREIGHT ON EXTERNAL WORKORDERS	1.00	0.00	0.00
FRTUPSE	UPS ON CASH WORKORDERS	1.00	0.00	0.00
SS	SHOP SUPPLIES	1.00	240.47	240.47
OSS	EPOXY/PANEL BOND	1.00	66.16	66.16

Subtotal for Job #1: 3,514.38

Subtotal for Job

0.00

Parts Total: 0.00
Labour Total: 3,206.25
Sublet Total: 0.00
Extras Total: 308.13
MICHIGAN SALES TAX: 18.49
WORK ORDER TOTAL: 3,532.87

TERMS: STRICTLY, CASH (UNLESS OTHER ARRANGEMENTS HAVE BEEN MADE)

*** NOTICE ***

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DATE VEHICLE DROPPED OFF: _____
DATE OF APPOINTMENT: _____
REPAIR COMPLETION DATE: _____
NOTIFIED OF COMPLETION DATE: _____
DATE RELEASED: _____

I WENT THROUGH AN "ACTIVE PICK UP PROCESS" AND
I HAVE INSPECTED ALL OF THE REPAIRS PERFORMED AND THEY ARE TO MY
SATISFACTION.

CUSTOMER SIGNATURE X _____ DATE _____
I/WE THE UNDERSIGNED ACKNOWLEDGE THE FORGOING AS FACTUAL AND I/WE
HEREBY

ACKNOWLEDGE RECEIPT OF COMPLETED COPY.
ALL LABOR REPAIR CONCERNS MUST BE BROUGHT TO THE
ATTENTION OF SERVICE MANAGEMENT WITH-IN 90 DAYS,

THANK YOU FOR CHOOSING GENERAL R.V. SERVICE CENTERS.

F105954

ALL PARTS ARE NEW UNLESS OTHERWISE STATED

REPAIRS WERE PERFORMED PROPERLY PER P.A. 300

NOTE:

STORAGE FEES START 24 HOURS AFTER COMPLETION (\$25.00 A DAY)

MOTOR HOME RETURN WORK
ORDER AFTER ATTEMPTED
REPAIRS FAILED TO FIX PROBLEM

GENERAL R.V. CENTER, INC.
24583 NORTH RIVER RD
MT CLEMENS MI 48043
(PH) 586-954-3600

ODI# 11688342

WO # [REDACTED]
Custo [REDACTED]
Addre [REDACTED]
NEW HAVEN, MI

Home Phone:
Work Phone:
Author: CLAPORTE
Location: JH
Invoice # [REDACTED]

Stock #: 248676
Stock Desc: 2022 A-D THOR PALAZZO
33.5
Model: 33.5
Serial #: CU [REDACTED]
Chassis # [REDACTED]
Mileage: 999
Key #:
Req'n #:
License #: R
Trim:

Purchase Date: 03 FEB 23
Date In: 22 AUG 25
Promise Date:
Promise Time:
Schedule Date:
Completed: 17 SEP 25
Warr. Date: 03 FEB 23

Job #1 - External

COMPLAINT: CUSTOMER STATES WINDSHIELD IS MOVING WHILE DRIVING. SERVICE ADVISOR DROVE RV AND WINDSHIELD IS MOVING SIDE TO SIDE ROUGHLY 1/2" TO 3/4". DIDNT NOTICE ANY MOVEMENT UP AND DOWN

CAUSE: Sent video of front cap moving 9-4-25 at 2:24 pm. TO THOR TECH SUPPORT

CORRECTION: Put dashboard and a- pillar back together. Jeff Childers.

Labor

Code	Description	Mechanic	Rate	Total
Z992	DIAGNOSTICS	JLC	225.00	0.00
Z992	DIAGNOSTICS	JLC	225.00	0.00
Z992	DIAGNOSTICS	JLC	225.00	0.00

Other Services

Code	Description	Qty	Price	Total
FRTCCE	CRATING ON CASH WORKORDERS	1.00	0.00	0.00
FRTE	FREIGHT ON EXTERNAL WORKORDERS	1.00	0.00	0.00
FRTUPSE	UPS ON CASH WORKORDERS	1.00	0.00	0.00

Subtotal for Job #1: 0.00

Job #COMM - External

CUSTOMER HAS TRIP NEXT THURSDAY 8-28

PLEASE COMMUNICATE WITH ME BY:

EMAIL:
CELL#:
TEXT:

AS OF 24 SEP 2025 MY MOTOR HOME IS STILL SITTING AT GENERAL RV. THE SERVICE DEPARTMENT STATED THAT THOR TECH SUPPORT HAS NOT RESPONDED TO THEIR REQUEST FOR MANUFACTURER SUPPORT AND IT APPEARS THAT THOR HAS WASHED THEIR HANDS OF THE SITUATION OF A 3 YEAR OLD \$347,000 DOLLAR MH THAT I'VE OWNED FOR 29 MONTHS WITH 13,000 MILES ON.

Labor

Code	Description	Mechanic	Rate	Total
Z992	DIAGNOSTICS	JLC	225.00	0.00
Subtotal for Job #COMM:				0.00

Job # [REDACTED] External

COMPLAINT: GENERAL RV WILL WINTERIZE YOUR RV, REMOVING ALL WATER FROM RV SYSTEM AND INSTALLING RV ANTIFREEZE

FOR YOUR PROTECTION ALL DRAIN VALVES AND/OR PLUGS ARE LEFT IN THE WINTERIZE POSITION

THE MH WAS BUILT DURING COVID AND I HAVE HAD MULTIPLE INSTANCES OF THINGS GOING WRONG WITH THE INSIDE OF THE COACH. I'VE NEVER HAD THIS MANY PROBLEMS WITH A NEW RV SINCE I STARTED BUYING NEW RV'S IN 1996.

LOCATION OF ITEMS: WATER HEATER DRAIN PLUG OR ANODE ROD IS IN A BAG ZIP-TIED TO THE KITCHEN FAUCET
ANY OTHER ITEMS (SUCH AS FILTERS) THAT NEED TO BE REINSTALLED OR REPLACED IS IN OPEN PLASTIC BAG IN KITCHEN SINK

TECHNICIAN - PLEASE TAKE PICTURES OF ALL REMOVED ITEMS AND ATTACH THESE PICTURES TO THE WINTERIZATION JOB LINE

ADDITIONAL CHARGES WILL APPLY FOR WASHING MACHINES, ICE MAKERS, DISHWASHERS, AQUA-HOT & TANKLESS WATER HEATERS

DUE TO COLD WEATHER CONDITIONS GENERAL RV RECOMMENDS THAT ALL RVS BE WINTERIZED PRIOR TO 10.13.2025. ANY UNIT WINTERIZED AFTER 10.13.2025 REQUIRES OUR TECHNICIAN TO PRESSURE TEST THE SYSTEM FOR ANY LEAKS AND ADVISE IF ANY LEAKS ARE FOUND. EXTRA CHARGES WILL APPLY TO PERFORM THIS PRESSURE TEST.

IN ADDITION, AN EXTRA CHARGE WILL APPLY IF THE UNIT IS FOUND TO BE FROZEN AND NEEDS TO BE THAWED OUT TO PERFORM THE PRESSURE TEST AND/OR WINTERIZATION. THIS MAY ALSO REQUIRE THE COACH TO STAY OVERNIGHT. IF PRESSURE TEST IS DECLINED, GENERAL RV WILL NOT GUARANTEE THE WORK OF THE WINTERIZATION IN THE SPRING OF 2026.

CAUSE: Customer wants unit winterize.

CORRECTION: Winterize unit, washer and ice marker have no water going into them. .8hr labor Jeff Childers.
Estimated Amount: 180.00

Labor				
Code	Description	Mechanic	Rate	Total
Z990	WINTERIZE WITH ANTIFREEZE	JLC	225.00	85.50
Z990	WINTERIZE WITH ANTIFREEZE	JLC	225.00	94.50
Other Services				
Code	Description	Qty	Price	Total
ANFR	ANTIFREEZE	2.00	4.38	8.76
ENV	ENVIRONMENTAL FEE	1.00	1.50	1.50
Subtotal for Job #WINT2025:				190.26

Parts Total:	0.00
Labour Total:	180.00
Sublet Total:	0.00
Extras Total:	10.26
WORK ORDER TOTAL:	190.26



1728 Maplelawn Drive, Troy, MI 48084
Phone: (248) 643 4235 Fax: (248) 643 4236

Fed. ID# 474289685

NEW HAVEN, MI

ODI#11688342

Cell

W.O. #		Date	08/04/2025
Cust. #		Billcode	DUNCAN
P.O. #		Sold By	KIM
Fed. Tax #		Inst'l By	

DUNCAN SYSTEMS INC.
408 S BYRKIT ST
MISHAWAKA, IN 46544

Bus.: (800) 551-9149 Fax: (574) 294-7289

Year	2022	Make	THOR		Policy #			
Model	PALAZZO		Body Style	CLASS A COACH	Author-ized By	2125669		
Lic. #			V.I.N.		Claim #		Loss Date	08/04/2025
Home Phone	() -		Bus. Phone	() -	Damage/ Cause	replace with supplied parts		
Qty.	Part	Description			Block Size	List	Price	Total

1	LABOR	install glass and mldg supplied
1	KIT	URETHANE KIT
0		
0	P/O #	
0	PROJ	

SPECIAL INSTRUCTIONS

All material sold on this invoice is guaranteed to be as specified, and is not safety glazed material unless so marked. It is sold with the understanding that this material will not be glazed in a "hazardous location" as defined by the Consumer Product Safety Commission. All merchandise returned for credit, refund or exchange must be in resaleable condition, authorized for return, accompanied by this receipt, and may be subject to restocking fee. No returns will be authorized for special orders or cut flat glass.

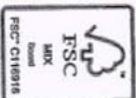
Deduct	250.00
Balance	250.00

RECEIVED BY

8/4/25 1:22pm by ADMIN Updated 8/4/25 1:22pm by ADMIN

The glass listed has been replaced / repaired with like kind and quality to my entire satisfaction, and I authorize my Insurance Company to pay JOHN R GLASS, LLC directly for the glass and installation charges, or repairs.

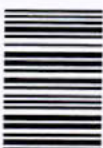
SEAL TO FIRMLY PRESS



RETURN RECEIPT
REQUESTED

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL

Retail



20590

\$20.70

S2324N503226-03

U.S. POSTAGE PAID
PM
NEW HAVEN, MI 48048
SEP 26, 2025

FROM:

RDC 03

To: W48-226

Department of Transportation

Building: DOT

Mailstop: 4 West

Rtg Symbol: NVS-200,210,300,010

External Carrier: Registered

Sender:

DOT

9/29/2025 2:01:53 PM

ected delivery date specified for domestic use.

stic shipments include \$100 of insurance (restrictions apply).*

Tracking® service included for domestic and many international destinations.

ed international insurance.**

used internationally, a customs declaration form is required.

does not cover certain items. For details regarding claims exclusions see the

Mail Manual at <http://pe.usps.com>.

International Mail Manual at <http://pe.usps.com> for availability and limitations of coverage.

W48-226

AT RATE ENVELOPE
ATE ■ ANY WEIGHT

To schedule free Package Pickup,
scan the QR code.



USPS.COM/PICKUP

US DE

HIGHWAY TRAFFIC SAFETY ADMINISTRATION

OFFICE OF DEFECTS INVESTIGATION

(NVS-210)

1200 NEW JERSEY AVE - SE

DEFECT INVESTIGATION